

File No. 37770

DECLARATION AND POWER OF ATTORNEY

As below-named inventors, we hereby declare that our residences, post office addresses and citizenship are as stated below next to our names; we believe we are the original, first and joint inventors of the subject matter which is claimed and for which a patent is sought on the invention entitled **A CONTACT CENTER SYSTEM CAPABLE OF HANDLING MULTIPLE MEDIA TYPES OF CONTACTS AND METHOD FOR USING THE SAME**, described in the specification filed in the U.S. Patent and Trademark Office on September 21, 1999 and assigned Serial No. 09/400,320.

We hereby state that we have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendments(s) referred to above.

We acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56(a).

We hereby claim foreign priority benefits under Title 35, United States Code §119 of any foreign application(s) for patent or inventor's certificate or of any PCT international application(s) designating at least one country other than the United States of America listed below and have also identified below any foreign application(s) for patent or inventor's certificate or any PCT international application(s) designating at least one country other than the United States of America filed by us on the same subject matter having a filing date before that of the application(s) on which priority is claimed:

<u>Prior Foreign Application(s)</u>	<u>Country</u>	<u>Date Filed</u>	<u>Priority Claimed</u>
<u>(None)</u> Application No.			Yes No

We hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) or PCT international application(s) designating the United States of America that is/are listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in that/those prior application(s) in the manner provided by the first paragraph of Title 35, United States Code, §112, we acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application(s) and the national or PCT international filing date of this application:

<u>(None)</u> (Application No.)	<u>(Filing Date)</u>	<u>(Status: patented, pending, abandoned)</u>

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

We hereby appoint David S. Abrams, Reg. No. 22,576; Robert H. Berdo, Reg. No. 19,415; Alfred N. Goodman, Reg. No. 26,458; Mark S. Ricks, Reg. No. 28,770; John E. Holmes, Reg. No. 29,392; Garrett V. Davis, Reg. No. 32,023; Stacey J. Longanecker, Reg. No. 33,952; Thomas P. Hilliard, Reg. No. 40,330;

Joseph J. Buczynski, Reg. No. 35,084; Julie R. Keller, Reg. No. 30,488, Lance G. Johnson, Reg. No. 32,531 and Wayne C. Jacschke, Reg. No. 38,503; all of Roylance, Abrams, Berdo & Goodman, L.L.P., whose address is 1225 Connecticut Avenue, N.W., Suite 315, Washington, DC 20036, telephone number (202) 659-9076, my attorneys and/or agents with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

Please direct all correspondence and telephone calls to Roylance, Abrams, Berdo & Goodman, L.L.P. at the above address and telephone number.

Full Name of First**Inventor:**John C. Mears**Inventor's Signature:**John C. Mears**Date of Signature:**1/4/2000**Residence Address:**14736 Braemar Crescent Way, Gaithersburg, MD 20878**Post Office Address:**14736 Braemar Crescent Way, Gaithersburg, MD 20878**Country of****Citizenship:**United States of America**Full Name of Second****Inventor:**Gary E. Korzeniewski**Inventor's Signature:**Gary E. Korzeniewski**Date of Signature:**12-17-1999**Residence Address:**6024 Douglas Ave., New Market, MD 21774**Post Office Address:**6024 Douglas Ave., New Market, MD 21774**Country of****Citizenship:**United States of America**Full Name of Third****Inventor:**William R. Lewis, Jr.**Inventor's Signature:**William R. Lewis, Jr.**Date of Signature:**12-17-1999**Residence Address:**8302 Elko Drive, Ellicott City, MD 21043**Post Office Address:**8302 Elko Drive, Ellicott City, MD 21043**Country of****Citizenship:**United States of America

Full Name of Third
Inventor:

Ly K. Peang-Meth

Inventor's Signature:

Ly K. Peang-Meth

Date of Signature:

12-23-1999

Residence Address:

12 Graceland Street, Gaithersburg, MD 20878

Post Office Address:

12 Graceland Street, Gaithersburg, MD 20878

Country of
Citizenship:

United States of America